

Persons may be trained on technology but they do not have access at home therefore lose the skills.

17C (24%) **Transportation** as one person noted: *Transportation is a huge barrier for folks looking for employment, participating in activities, etc.*

13C (18%) **Administrative issues** that included 6 comments about staff vacancies and regulation barriers such as: *state, federal and agency regulations, requirements and limitations*. Also noted were *accountability/paperwork volume significantly limits time for direct service and high caseload size*.

7C (10%) felt a need for **more public relations**:

- *(clients) not knowing how to access services. There is no easy way to locate the phone numbers of the SWBs in the counties.*
- *The only issue I see is individuals who do not know about our agency and services.*
- *Not enough doctors refer and the American Indian population is underserved because of the bureaucracy's failure to refer.*

6C (8%) **Attitudes and lack of understanding** on the part of the policy makers and the public present a barrier. Another opinion was stated as: *The barriers are usually themselves (clients) and often the small communities they (clients) live in. The clients who experience low vision or blindness feel that they are defective in many cases and cannot do anything. The community feels the same way and will not hire some in small cities because of stigmas.*

Three more barriers include the need for training counselors with high expectations for clients; provision of services in a timely manner and problems finding work.

Question 4 What can the NCDSB agency or your local office do to improve the provision of services to those who are blind or have low vision?

101 suggestions were made that described:

Administrative changes (24)

Add more staff (6) including hire a director

Improve teamwork and communication (5)

Reduce paper work (3)